

# Citrus Heights Police Department

*Is Seeking a ...*

## Support Services Manager

(Communications/Records)



On June 26, 2006, the new employee-based Citrus Heights Police Department (CHPD) took over full law enforcement operations within the City, after eight years of contract services. From over 3,000 submitted applications, CHPD has hired some of the finest talent California law enforcement has to offer. Though a new department, CHPD employees are seasoned veterans with decades of experience from 70 different California law enforcement agencies. With over 125 employees, this newly staffed department is on the streets and providing exemplary service.

We invite you to join this once-in-a-lifetime police start-up opportunity as SUPPORT SERVICES MANAGER responsible for leading the Communications and Records Division.



## Citrus Heights Police Department

Police Chief Christopher Boyd, known for his participatory management style and solid community orientation, has created a new Police Department that focuses on innovation and creative ways to provide police services to the community. With a dedication to problem solving, "We've always done it that way" is not a part of the CHPD culture. In this brand new operation, employees' contributions are recognized and employees' input is heard and valued at a truly grass roots level. Under Chief Boyd, there has emerged an expectation and a desire for premier performance by all staff which is reflected in their daily performance and deliverance of the City's core values. In addition, there is a special camaraderie in a start-up agency that builds bonds and acts as an energizing force – and propels staff to continue to improve and seek new opportunities to enhance performance.



The Police Department is housed in an 25,000 square foot building which has just been expanded and upgraded for use by CHPD. This facility includes a brand new 911 Dispatch and Communications Center with state-of-the-art voice and data systems, as well as the Spillman Technologies CAD/RMS system which is fully integrated with the Records Unit. In addition, we have recently implemented a City-wide GIS system, document imaging system, and Intranet which are being utilized by the new department.

### The Position

Chief Boyd is seeking a **Support Services Manager** of the highest caliber to manage the Support Services Division – someone who shares his management philosophy and understands and values the vital nature of support services to the community and CHPD operations. The Support Services Manager has responsibility for dispatch (including 911), records management, and front counter reception services and is supported by 1 Office Assistant, the Police Communications Supervisor, 18 Dispatchers, the Police Records Supervisor, and 8 Records Assistants. The position is also responsible for coordinating the design, maintenance, implementation, and administration of police communications, records, and related automated systems, working collaboratively with the City's Information Technology Division. The Support Services Manager is non-sworn, at-will, and reports directly to the Police Chief as a division manager. The ideal candidate will:

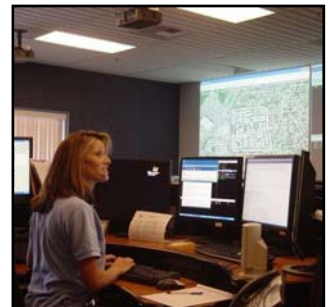


- Possess proven ability to manage, organize, and direct Police Communications and Records functions.
- Demonstrate savvy in working with computerized and automated systems to produce optimally efficient services.
- Relish challenges and opportunities involved in creating new systems and programs and be comfortable working in a new agency where there is the opportunity to create from scratch.
- Demonstrate self-initiative and leadership ability, including a commitment to exemplary customer service, delivering innovation and thinking progressively "outside of the box."
- Enjoy being ahead of the curve through problem detection as well as problem resolution.
- Is comfortable with taking a "hands on" approach in order to understand the daily issues of the assigned units and yet have the ability to step back, strategize, and develop long term solutions.
- Address internal and external customer concerns and provide services at a level that exceeds customer expectations.
- Encourage cooperation, communication, and mutual sharing of risk, responsibility, and reward.

### Priorities & Initiatives

There are several key priorities and initiatives awaiting the attention of the Support Services Manager as outlined below.

- Provide leadership in establishing and implementing standardized operational procedures and optimizing technology in the newly-formed Communications and Records units.
- Integrate Communications and Records services with the department's Community Policing Program through routine and specific outreach and informational activities and community meetings.
- Understand and promote Communications and Records Industry Best Practices with the goal of being a recognized leader and resource in the field of Dispatch and Records.
- Creatively utilize volunteers for maximum efficiency and productivity in the Communications and Records units, while striving for a high level of volunteer satisfaction.
- Develop strategies that foster individual employee growth as well long term organizational development for Communications/Records to meet new challenges and better serve the community's needs.



*Construct a Legacy*



## The Community

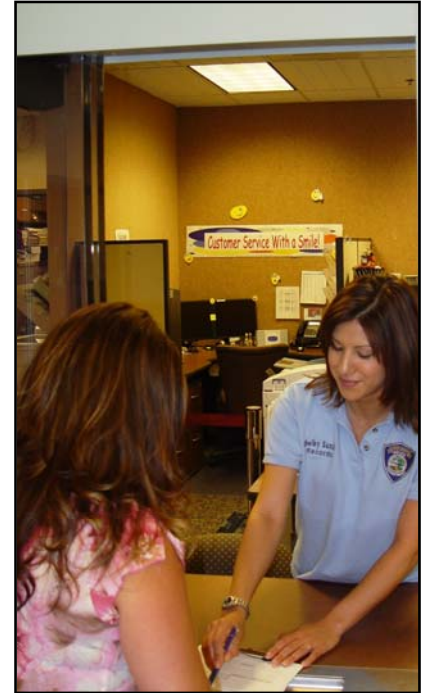
Citrus Heights incorporated on January 1, 1997 after a protracted twelve year struggle to become a city. A strong sense of community and pride in having achieved incorporation continues to guide the residents and supports City government in a non-traditional approach to meeting the community's needs. For example, services are provided through the activities of City staff combined with some contract services, while special districts are responsible for recreation and parks, fire, and water functions.

Located in the middle of the metropolitan Sacramento area, Citrus Heights is an established, densely populated suburban community of approximately 90,000. A well-developed commercial base exists within its 14-square mile radius. In FY 2006/2007, the City will have over 180 employees serving the community, including new Police Department employees. Careful planning and strategic decisions have created a sound fiscal condition for the City, which now has a \$41.9 million annual budget and over \$30 million in General Fund reserves.

## City Government & Culture

Citrus Heights is a general law city and operates under a Council-Manager form of government. The five-member City Council, the legislative body responsible for the overall policies of the City, appoints the City Manager and the City Attorney. The City Council has been extremely supportive of the new Police Department and is delighted in the results to date.

Since incorporation, the City has accomplished a great deal and has proud visions for its future. In response to a highly involved citizenry, our work environment is fast-paced and customer-driven. We expect and encourage our employees to use initiative, be flexible and go the extra mile to provide a high level of customer service internally and externally. The City's Core Values are woven into how we do business and reflect our commitment to continuing to create a proud legacy for the Citrus Heights community (Diversity / Integrity / Teamwork / Innovation / Respect / Responsive Customer Service / Trust). As we hire, we seek individuals that demonstrate excellent expertise and experience, yet balanced with an understanding and shared commitment to the City's core values.



## Compensation & Benefits

\$80,057 - \$96,068 annually. The City's Pay-for-Performance system recognizes employees for their accomplishments and compensates them with a blend of annual base salary increase and annual incentive award (bonus). This unique system replaces the 5% step system and annual COLA. You will have the ability to differentiate yourself and your related compensation. This unique and powerful system is a core component in the City's human resources system.

The City offers first class benefits, including: 100% City-paid CalPERS retirement (2.7% @ 55); 17 days (136 hours) of Annual Leave (to be used for vacation or sick time); 5 days (40 hours) of Long Term Medical Leave; 14 paid holidays (12 regularly observed and 2 floaters per an 8 hour workday); \$1,137 monthly City contribution toward health insurance (effective 01/01/07) and if alternative health care coverage is demonstrated, a \$500/month cash-out may be added to salary or deferred compensation; and fully paid dental, vision, life, and short-term/long-term disability insurance. The City does not participate in Social Security, but does participate in State Disability Insurance (SDI).

The Support Services Manager, as a member of the City's management team, receives 10 days of Management Leave, a \$100,000 life insurance policy, and up to a 3% City matching contribution to a 457 deferred compensation program. More detailed information about the City's benefit program is available at [www.joinchpd.net](http://www.joinchpd.net).

One-Time Recruitment Incentive: In launching the new department, the City is offering to all individuals hired into police specific positions an Annual Leave accrual rate based upon their years of service with their current public sector, law enforcement employer. In addition, a \$1,500 relocation assistance award will be made to individuals who currently live more than 60 miles from the City of Citrus Heights and relocate closer to the City.

*Strike a Balance*

*Build a Career*



## Application & Selection Procedures

To be considered for this position, you must submit: a completed, official City Employment Application and responses to a Supplemental Questionnaire. If you do not complete and submit all required information, your application may be disqualified from further consideration. You are encouraged to submit a resume and cover letter in addition to the required materials, but these may not be substituted for the required materials.

- **ON-LINE APPLICATION:** You may apply on-line by visiting [www.CalOpps.org](http://www.CalOpps.org) to complete the City Employment Application and Supplemental Questionnaire. A cover letter and resume may be included as part of the on-line Employment Application under the heading "Additional Experience."
- **HARD COPY APPLICATION:** You may obtain a hard copy Employment Application and Supplemental Questionnaire by visiting [www.joinchpd.net](http://www.joinchpd.net) and downloading these materials, or you may request these materials by calling the City's Recruitment Hotline at (916) 727-4900. Submit hard copy application materials to: City of Citrus Heights/Human Resources, Attention: Support Services Manager Recruitment, 6237 Fountain Square Drive, Citrus Heights, CA 95621. No postmarked, faxed, or e-mailed materials will be accepted.

### Required Qualifications

Five years of increasingly responsible experience involving police dispatch, records management, and related services including two years of supervisory responsibility is expected. A Bachelor's degree is preferred; additional experience may be considered in substitution for education.

### Schedule and Examination/Selection Process

Selected candidates will be scheduled to be interviewed by the Police Chief and/or designee and/or a formal interview board may be utilized. The finalist(s) will be required to complete a P.O.S.T. Personal History Statement and will be subject to a polygraph examination, a Live Scan fingerprint criminal history check, and background investigation using P.O.S.T. guidelines (<http://www.post.ca.gov/selection/>). Upon receipt and review of the background report, a conditional offer of employment may be made, and the final candidate must then pass medical, drug/alcohol screening, and psychological examinations conducted by a City-appointed physician prior to a final offer. Because this is an at-will position, there is no probationary period.

### Additional Information

You may obtain additional information about this recruitment at [www.joinchpd.net](http://www.joinchpd.net), calling Human Resources at (916) 727-4900, or e-mail to [joinchpd@citrusheights.net](mailto:joinchpd@citrusheights.net).

**Closing Deadline: This recruitment is Open until Filled or No Later than: 5:00 P.M., September 29, 2006.** We will be actively screening and may be interviewing applicants as applications are received. The City reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the position. No postmarked, faxed, or e-mailed application materials will be accepted.

**Equal Opportunity Employer**



*City of Citrus Heights*

6237 Fountain Square Drive  
Citrus Heights, CA 95621  
Phone: (916) 725-2448  
Job Line: (916) 727-4900  
[www.citrusheights.net](http://www.citrusheights.net)  
[www.joinchpd.net](http://www.joinchpd.net)